

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

BOWEN INVESTMENT, INC. and
HONEY DEW ASSOCIATES,
INC.

Plaintiffs,

v.

S.G.B., LTD.,
GUY BISSONNETTE,
GARY GREAVES, and
ROGER A. SPINA,

Defendants.

C.A. No. 03-12509-PBS

**DEFENDANTS' OBJECTION TO PLAINTIFFS' MOTION FOR PRELIMINARY
INJUNCTION**

Now come the Defendants, S.G.B., Ltd., Guy Bissonnette, Gary Greaves and Roger A. Spina, and object to the Plaintiffs' motion for preliminary injunction. The Plaintiff filed the original complaint, pursuant to 15 U.S.C. §§ 1116(a) and 1125(a), 17 U.S.C. § 503(a), 28 U.S.C. § 1116, Rhode Island General Laws, Title 6, Chapter 2 and Federal Rules of Civil Procedure 65 for injunctive relief.

Originally the Plaintiffs sent to Defendants the incorrect franchise agreement as their Exhibit A. The franchise agreement is the basis for their motion for preliminary injunction. This was brought to the attention of the Plaintiff's attorney on Monday, January 12, 2004. Thereupon, Plaintiffs amended their complaint and included the correct franchise agreement that actually deals with the site that the Defendants are operating. This was received by Defendants' attorneys on Wednesday, January 14, 2004. The amended complaint with the correct franchise agreement was sent by regular mail. In light of the above, the Defendants have requested a continuance. This request was not accepted by the Plaintiffs' attorney.

The underlining basis of the preliminary injunction specifically concerns three notices of default; June 2, 2003, November 5, 2003 and November 12, 2003. The first two notices were sent for non-payment of franchise fees. The third notice on November 12, 2003 concerned an appearance violation on the operation of the store. The first two notices of default were cured with

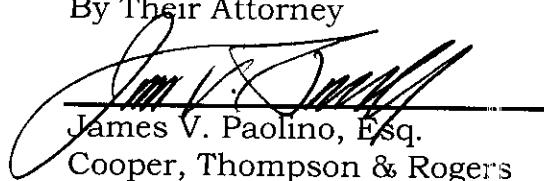
payments. Please refer to the affidavit of President Roger Spina, CPA. The November 12, 2003 notice of default was corrected within five (5) days of notice. The November 12, 2003 notice concerning the site inspection arises out of a Honey Dew Donuts summary report dated April 13, 2002. In that report, the Defendants received a summary report rating of 89 "poor". The major problem was where the trash retainers were located, along the landscaped area. That had, in fact, been immediately corrected after the report.

All other summary reports, which are attached to the Spina affidavit, show that the ratings have all been "good" or "outstanding".

Injunctive relief is an extreme remedy. Presently the Plaintiff receives, on a weekly basis, franchise fees from the Defendant and the site has been marked "outstanding" as to operation and appearance. The Plaintiff should not be allowed to prevail on their preliminary injunction, and the only issue before this court is money damages.

WHEREFORE, the Defendants request the Plaintiffs' motion for preliminary injunction be denied, or in the alternative, an evidentiary hearing be scheduled by this court.

Guy Bissonnette
Gary Greaves
Roger A. Spina
By Their Attorney



James V. Paolino, Esq.
Cooper, Thompson & Rogers
51 Jefferson Boulevard
Warwick, RI 02888
(401)780-9996

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

2003-0016 A 8:59

BOWEN INVESTMENT, INC. and
HONEY DEW ASSOCIATES,
INC.

Plaintiffs,

v.

C.A. No. 03-12509-PBS

S.G.B., LTD.,
GUY BISSONNETTE,
GARY GREAVES, and
ROGER A. SPINA,

Defendants.

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

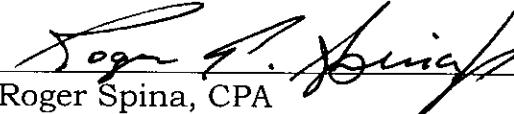
AFFIDAVIT OF ROGER SPINA, CPA

Now comes Roger Spina, CPA, President of S.G.B, Ltd and under oath depose and state the following:

1. I am part owner and president of S.G.B., Ltd., which owns the Honey Dew Donuts® franchise located at 343-345 Providence Street, Warwick, Rhode Island.
2. I have been the president and one of the owners from the inception of the corporation.
3. In June of 2003 there was in fact money due to the Plaintiff, Bowen Investments, under the franchise agreement. These funds were immediately paid upon notice to the Plaintiff which cured the default.
4. The corporation received a default notice in November of 2003, again concerning non-payment of a September bill. This bill was paid shortly thereafter. See attachments.
5. The Defendants' corporation has not received any notice of defaults on payments since that time.
6. The Plaintiffs' issued a notice of default concerning an outside appearance at the Honey Dew Donuts® in Warwick, Rhode Island. This site inspection had occurred in April of 2003.

7. This appearance deficiency was immediately corrected and I have enclosed the site inspections since April 2003 showing that all inspections had in fact been passed.
8. In November of 2003 the Plaintiffs had no reason to issue the notice of default concerning the appearance, in light of the fact that it had been corrected within the five days allocated in April 2003. Moreover, all inspections concerning the site have given us a "good" or "outstanding" appearance rating since that time.
9. The corporation pays, on a weekly basis, franchise fees to the Plaintiff, based on sales.
10. These payments are made on a weekly basis.
11. The Honey Dew Donuts® presently employs several employees and is operational.
12. The issuing of a restraining order, shutting down the Honey Dew Donuts® would be devastating to the business.

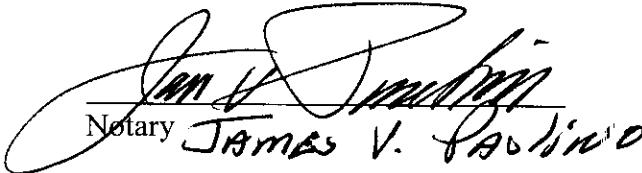
I Roger Spina, under oath, depose that the above statement is true to my best knowledge and belief.



Roger Spina, CPA

STATE OF RHODE ISLAND
COUNTY OF *Kent*

In said county, on this 15 day of January, 2004, before me personally appeared ROGER SPINA, to me known and known by me to be the persons executing the foregoing and they acknowledged said instrument by them executed to be their free act and deed.



Notary *James V. Pardino*

My Commission Expires:

9-21-2004

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

BOWEN INVESTMENT, INC. and
HONEY DEW ASSOCIATES,
INC.

Plaintiffs,

v.

C.A. No. 03-12509-PBS

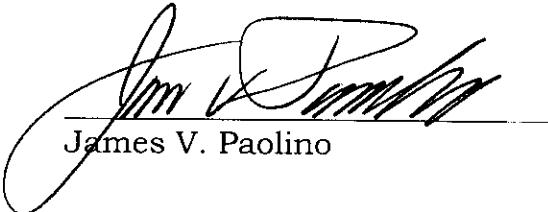
S.G.B., LTD.,
GUY BISSONNETTE,
GARY GREAVES, and
ROGER A. SPINA,

Defendants.

CERTIFICATE OF SERVICE

I, James V. Paolino, hereby certify that Defendant's Objection to Plaintiffs' Motion for Preliminary Injunction was served this day via first class mail and United Parcel Services, postage prepaid, upon counsel for plaintiffs Bowen Investment, Inc. and Honey Dew Associates, Inc., Janell E. DeGennaro, Jack Mikels & Associates, One Batterymarch Park, Suite 309, Quincy, Massachusetts 02169-7454.

Signed under the pains of penalties of perjury this 15th day of January 2004.



James V. Paolino

**Fleet****PERSONAL
MONEY ORDER****353878577**

Memo _____

Issued by Intelligent Payment Systems Inc., Englewood, Colorado 82401021
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado

Wells Fargo, N.A.

NOT VALID OVER \$1000

Date

PAY**TO THE ORDER OF**

Fleet Fleet Finance, Inc.

NON NEGOTIABLE

SIGNATURE

0010.10 11/04/04 CUSTOMER COPY 5550010
STREET ADDRESSMONEY ORDER / STATE / ZIP
0010.10 11/04/04 83 101 61 BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS

**Fleet****PERSONAL
MONEY ORDER****353878579**

Memo _____

Issued by Intelligent Payment Systems Inc., Englewood, Colorado 82401021
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado

Wells Fargo, N.A.

NOT VALID OVER \$1000

Date

PAY**TO THE ORDER OF**

Brown Investment Inc.

NON NEGOTIABLE

SIGNATURE

0010.10 11/04/04 CUSTOMER COPY 5550010
STREET ADDRESSMONEY ORDER / STATE / ZIP
0010.10 11/04/04 83 101 61 BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS

**Fleet****PERSONAL
MONEY ORDER****353878578**

Memo _____

Issued by Intelligent Payment Systems Inc., Englewood, Colorado 82401021
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado

Wells Fargo, N.A.

NOT VALID OVER \$1000

Date

PAY**TO THE ORDER OF**NOTE: THE PURCHASER OF THIS MONEY ORDER AGREES TO INSERT IN INK THE
PAYEE'S NAME AND ADDRESS, AND ASSUMES ALL RESPONSIBILITY FOR ALL
EVENTS MADE POSSIBLE BY FAILURE TO DO SO.**NON NEGOTIABLE**

SIGNATURE

0010.10 11/04/04 CUSTOMER COPY 5550010
STREET ADDRESSMONEY ORDER / STATE / ZIP
0010.10 11/04/04 83 101 61 BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS

09/20/03

Bowen Investment, Inc.	\$ 831.17	<i>Franchise Fee Rent \$200 monthly Service Fee</i>
Honey Dew Ad Fund	\$ 168.31	
Bowen Investment, Inc.	\$ 105.55	<i>Prop tax</i>
	<hr/> \$1,105.03	

95 - 100: OUTSTANDING

90-94: GOOD

85 - 89: POOR

84 - BELOW F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE

TIME

3:15pm

4/13/02

STORE# LOCATION TOTAL SCORE

SHOPPER

KB

100

89

EXTIOR:

OUTSIDE SIGNAGE:

CLEAN

SIGNAGE MAINTAINED
SIGN LIT (WORKING ORDER)
NO SMOKING SIGNS

(21 POINTS)

(1 POINT EA) (NOTES)

YES
YES
YES
YES
YESNO
NO
NO
NO
NO

PARKING LOT:

ADEQUATE LIGHTING
LITTER FREE
HANDICAPPED PARKING
ADEQUATE SPACES
STRIPED / GOOD REPAIRYES
YES
YES
NO
NO
/LANDSCAPE CONDITIONS:
FREE OF REFUSE
GROUNDS MAINTAINED
CONTAINERS MAINTAINED
BUTT RECEPTACLES CLEAN
DRIVE THRU MENU:
CLEAN / READABLE
COMPLETELY LIT
ALL PRICE POINTS LISTEDA lot
of
trash
in
landscape
hubcaps
have beenYES
YES
YES
YES
YESNO
NO
NO
NO
NOBACK DOOR:
CLOSED / LOCKED
CLEAN;
ADEQUATE LIGHTING
WINDOWS:
CLEAN
FREE OF CLUTTERNO
NO
NO
NO
NO
NO
NOINTERIOR:
FLOORS:
CLEAN / POLISHED
HAZARD FREE
RESTROOMS:
EASILY IDENTIFIED
FLOORS CLEAN
SINK CLEAN
COMMODE CLEAN
HAND SOAP SUPPLIED
PAPER GOODS
NO OFFENSIVE ODORS
CUSTOMER SEATING:
TABLES / SEATS CLEAN
FLOOR UNDER TABLES CLEAN
FREE OF DEBRIS
WINDOW SILLS CLEAN
MENU BOARD:
CLEAN
COMPLETELY LIT
PRICE POINTS CURRENT
NO VACANT SPOTS
EASILY UNDERSTOOD
SPECIALS IDENTIFIED

(32 POINTS)

(1 POINT EA) (NOTES)

YES
YESNO
NO

YES

NO

ADEQUATE LIGHTING
LITTER FREE
HANDICAPPED PARKING
ADEQUATE SPACES
STRIPED / GOOD REPAIRYES
YES
YES
NO
NO
/BACK DOOR:
CLOSED / LOCKED
CLEAN;
ADEQUATE LIGHTING
WINDOWS:
CLEAN
FREE OF CLUTTERNO
NO
NO
NO
NO
NO

TOTAL POINTS: 18

PRESENTATION: (17 POINTS)

TAKE OUT STATIONS / BACK BAR

(1 POINT EA) (NOTES)

YES
YESNO
NO

YES

NO

COMMENTS:

- OK selection ~ very good
for donuts, etc.
for pastry /

TOTAL POINTS: 37

INTEGRITY: (30 POINTS)

CASH:

ALL CASH SECURED/CASH REGISTER
NO BANK BUILDING
REGISTERED SALE
DRAWER KEPT CLOSED
PLACING MONEY IN TIP CUP
NO CASHING IN TIPS

(3 POINTS EA) (NOTES)

YES
YESNO
NOYES
YESNO
NO

ACTIVITIES:

"HONEY DEW PERSONNEL"
BEHIND COUNTER ONLY
ALL PRODUCTS PAID FOR
PHONE USED BUSINESS ONLY
"ABSENCE OF LOITERING
IN STORE"YES
YESNO
NONO
NONO
NONO
NONO
NONO
NONO
NONO
NONO
NOfriends
visiting

TOTAL POINTS: 12

PRODUCT / FRESHNESS & TASTE:

Good

"For further comments, etc...."

DATE: 1/30/03 OUTSTANDING • 90-94: GOOD • 85 - 89: POOR • 84 - BELOW F⁺
 TIME: 7-27 STORE LOCATION TOTAL SCORE: 100
"HONEY DEW DONUTS" SUMMARY REPORT

DATE: 1/30/03	TIME: 7-27	STORE LOCATION: Providence street	TOTAL SCORE: 100
		SHOPPER: KB (He) (Worker)	
EXTERIOR: (21 POINTS)		(1 POINT EA.) (NOTES)	
OUTSIDE SIGNAGE:			
CLEAN	YES	NO	
SIGNAGE MAINTAINED	YES	NO	
SIGN LIT (WORKING ORDER)	YES	NO	
NO SMOKING SIGNS	YES	NO	
LANDSCAPE CONDITIONS:			
FREE OF REFUSE	YES	NO	
GROUNDS MAINTAINED	YES	NO	
CONTAINERS MAINTAINED	YES	NO	
BUTT RECEPTACLES CLEAN	YES	NO	
DRIVE THRU MENU:			
CLEAN / READABLE	YES	NO	
COMPLETELY LIT	YES	NO	
ALL PRICE POINTS LISTED	YES	NO	
PARKING LOT:			
ADEQUATE LIGHTING	YES	NO	
LITTER FREE	YES	NO	
HANDICAPPED PARKING	YES	NO	
ADEQUATE SPACES	YES	NO	
STRIPED / GOOD REPAIR	YES	NO	
BACK DOOR:			
CLOSED / LOCKED	YES	NO	
CLEAN	YES	NO	
ADEQUATE LIGHTING	YES	NO	
WINDOWS:			
CLEAN	YES	NO	
FREE OF CLUTTER	YES	NO	
TOTAL SCORE:		19	

INTERIOR: (32 POINTS)		(1 POINT EA.) (NOTES)	
FLOORS:			
CLEAN / POLISHED	YES	NO	
HAZARD FREE	YES	NO	
RESTROOMS:			
EASILY IDENTIFIED	YES	NO	
FLOORS CLEAN	YES	NO	
SINK CLEAN	YES	NO	
COMMODE CLEAN	YES	NO	
HAND SOAP SUPPLIED	YES	NO	
PAPER GOODS	YES	NO	
NO OFFENSIVE ODORS	YES	NO	
CUSTOMER SEATING:			
TABLES / SEATS CLEAN	YES	NO	
FLOOR UNDER TABLES CLEAN	YES	NO	
FREE OF DEBRIS	YES	NO	
WINDOW SILLS CLEAN	YES	NO	
MENU BOARD:			
CLEAN	YES	NO	
COMPLETELY LIT	YES	NO	
PRICE POINTS CURRENT	YES	NO	
NO VACANT SPOTS	YES	NO	
EASILY UNDERSTOOD	YES	NO	
SPECIALS IDENTIFIED	YES	NO	
TRASH RECEPTACLES:			
CLEAN	YES	NO	
ADEQUATE AMOUNT OF RECEPTACLES	YES	NO	
CEILING LIGHTING:			
ALL LIGHTS LIT	YES	NO	
FIXTURES CLEAN	YES	NO	
ATMOSPHERE:			
TEMP COMFORTABLE	YES	NO	
SMELL / FRESH COFFEE	YES	NO	
FRIENDLY ATMOSPHERE	YES	NO	
KITCHEN VIEW:			
CLEAN & NEAT	YES	NO	
NO UNAUTHORIZED PERSON	YES	NO	
COFFEE STATION AREA:			
CLEAN	YES	NO	
NEAT & ORDERLY	YES	NO	
GATE CLOSED	YES	NO	
FRESH COFFEE MADE	YES	NO	
TOTAL POINTS:		32	

PRESENTATION: (17 POINTS)		(1 POINT EA.) (NOTES)	
TAKE OUT STATIONS / BACK BAR:			
CLEAN	YES	NO	
STOCKED	YES	NO	
DONUT CASE / FANCY CASE:			
LABELS CLEAN / GOOD REPAIR	YES	NO	
CONSISTENT	YES	NO	
(MATCH COLOR / ALIGN W/PROD)	YES	NO	
STOCKED	YES	NO	
CASE CLEAN	YES	NO	
BASKETS / TRAYS - CLEAN LINERS	YES	NO	
PROPERLY ALIGNED	YES	NO	
SERVICE:			
ASSOCIATES:	YES	NO	
COMPLETE UNIFORM	YES	NO	
NEAT & CLEAN	YES	NO	
HAIR RESTRAINTS	YES	NO	
COMMENTS:		good selection of donuts + pasty	

INTEGRITY: (18 POINTS)		(1 POINT EA.) (NOTES)	
CASH:			
ALL CASH SECURED/CASH REGISTER	YES	NO	
NO BANK BUILDING	YES	NO	
REGISTERED SALE	YES	NO	
DRAWER KEPT CLOSED	YES	NO	
PLACING MONEY IN TIP CUP	YES	NO	
NO CASHING IN TIPS	YES	NO	
ACTIVITIES:			
"HONEY DEW PERSONNEL"			
I. BEHIND COUNTER ONLY	YES	NO	
II. ALL PRODUCTS PAID FOR	YES	NO	
III. ONE USED BUSINESS ONLY	YES	NO	
"TICKLE OF LOTTERY"	YES	NO	
"TOPIC"	YES	NO	
TOTAL POINTS:		15	

PRODUCT / FRESHNESS & TASTE:		good	
TOTAL POINTS:		30	

"For further comments please use reverse side."

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW F

"HONEY DEW DONUTS" SUMMARY REPORTDATE
8/23TIME
2:45 pm

STORE# LOCATION TOTAL SCORE

SHOPPER 100

Providence Street, Warwick KB (90)

EXTERIOR:	(21 POINTS)	(1 POINT EACH) NOTES:	PARKING LOT:	(10 POINTS)
<u>OUTSIDE SIGNAGE:</u>			<u>NO COMMENT</u>	
CLEAN	YES	NO	ADEQUATE LIGHTING	10
SIGNAGE MAINTAINED	YES	NO	LITTER FREE	10
SIGN LIT (WORKING ORDER)	YES	NO	HANDICAPPED PARKING	10
NO SMOKING SIGNS	YES	NO	ADEQUATE SPACES	10
	YES	NO	STRIPED / GOOD REPAIR	10
<u>LANDSCAPE CONDITIONS:</u>			<u>BACK DOOR:</u>	
FREE OF REFUSE	YES	NO	CLOSED / LOCKED	10
GROUNDS MAINTAINED	YES	NO	CLEAN	10
CONTAINERS MAINTAINED	YES	NO	ADEQUATE LIGHTING	10
BUTT RECEPTECLES CLEAN	YES	NO	WINDOWS	10
DRIVE THRU MENU:	YES	NO	CLEAN	10
CLEAN / READABLE	YES	NO	FREE OF CLUTTER	10
COMPLETELY LIT	YES	NO		
ALL PRICE POINTS LISTED	YES	NO		
			TOTAL POINTS: 19	

INTERIOR:	(32 POINTS)	(1 POINT EACH) NOTES:	TRASH RECEPTECLES:	(10 POINTS)
<u>FLOORS:</u>			CLEAN	10
CLEAN / POLISHED	YES	NO	ADEQUATE AMOUNT OF	10
HAZARD FREE	YES	NO	RECEPTECLES	10
<u>RESTROOMS:</u>				
EASILY IDENTIFIED	YES	NO	<u>CEILING LIGHTING:</u>	
FLOORS CLEAN	YES	NO	ALL LIGHTS LIT	10
SINK CLEAN	YES	NO	FIXTURES CLEAN	10
COMMODE CLEAN	YES	NO		
HAND SOAP SUPPLIED	YES	NO	<u>ATMOSPHERE:</u>	
PAPER GOODS	YES	NO	TEMP COMFORTABLE	10
NO OFFENSIVE ODORS	YES	NO	SMELL / FRESH COFFEE	10
<u>CUSTOMER SEATING:</u>			FRIENDLY ATMOSPHERE	10
TABLES / SEATS CLEAN	YES	NO	KITCHEN YARD	10
FLOOR UNDER TABLES CLEAN	YES	NO	CLEAN & NEAT	10
FREE OF DEBRIS	YES	NO	NO UNAUTHORIZED PERSON	10
WINDOW SILLS CLEAN	YES	NO		
<u>MENU BOARD:</u>			<u>COFFEE STATION AREA:</u>	
CLEAN	YES	NO	CLEAN	10
COMPLETELY LIT	YES	NO	HEAT & ORDERLY	10
PRICE POINTS CURRENT	YES	NO	GATE CLOSED	10
NO VACANT SPOTS	YES	NO	FRESH COFFEE MADE	10
EASILY UNDERSTOOD	YES	NO		
SPECIALS IDENTIFIED	YES	NO		
			TOTAL POINTS: 32	

PRESENTATION:	(17 POINTS)	(1 POINT EACH) NOTES:	COMMENTS:
<u>TAKE OUT STATIONS / BACK BAR:</u>			pastry case only 1/2 full -
CLEAN	YES	NO	not too many to choose from
STOCKED	YES	NO	
<u>DONUT CASE / FANCY CASE:</u>			
LABELS CLEAN / GOOD REPAIR	YES	NO	
CONSISTENT	YES	NO	
(MATCH COLOR / ALIGN W/PROD)	YES	NO	
STOCKED	YES	NO	
CASE CLEAN	YES	NO	
BASKETS / TRAYS - CLEAN LINERS	YES	NO	
PROPERLY ALIGNED	YES	NO	
<u>SERVICE:</u>			
<u>ASSOCIATES:</u>			
COMPLETE UNIFORM	YES	NO	
NEAT & CLEAN	YES	NO	
HAIR RESTRAINTS	YES	NO	

INTEGRITY:	(10 POINTS)	(1 POINT EACH) NOTES:	ACTIVITIES:
<u>CASH:</u>			"HONEY DEW"
ALL CASH SECURED/CASH REGIST.	YES	NO	BEHIND COUNTER
NO BANK BUILDING	YES	NO	ALL PRODUCTS PAID FOR
REGISTERED SALE	YES	NO	PHONE USED BUSINESS ONLY
DRAWER KEPT CLOSED	YES	NO	YES
PLACING MONEY IN TIP CUP	YES	NO	"ABSENCE OF LOITERING"
NO CASHING IN TIPS	YES	NO	"IN STORE"

PRODUCT / FRESHNESS & TASTE:	(10 POINTS)	(1 POINT EACH) NOTES:	TOTAL POINTS: 27

"For further comments please use reverse side."

**COMMENT CARDS
WARWICK STORE #R35
STORE REP - BOB**

Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:		Time:
	Acceptable	Unacceptable	Comments
Exterior			
Parking Lot (clean & striped)		✓	
Lights & Signs (clean, working)		✓	
Walks (clean, free of ice & debris)	✓		DRIVE THRU OPEN
Curbs (swept)	✓		
Trash Receptacles (clean & covered)			
Windows & Sills (clean)	✓		
Dumpster Area (clean, closed)	✓		
Dining Room			
Tables & Chairs (clean)	✓		
Trash Receptacles (clean, empty)	✓		
Napkin & Condiment Holders (HD logo)	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents (clean)	✓		
Rest Rooms			
Trash Receptacles (clean, empty)	✓		
Mirrors (clean, no streaks)	✓		FOOD
Toilets (clean, odor free)	✓		
Sink (clean, hot water)	✓		
Towels, Hand Dryer	✓		INSIDE
Toilet Paper	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents	✓		
Service/Counter Area			
Register Area (clean, organized)			
Crew in Uniform (proper uniform, clean)		✓	OUT UNIFORM
Crew Attitude & Customer Service	✓		
Counters and Woodwork	✓		
Menuboard (clean, lit, proper pricing)	✓		
Stock Shelves (clean, organized)	✓		OUTSIDE
Work surfaces	✓		
Reach in Coolers (clean, stocked)	✓		
Equipment & Stainless	✓		
Coffee Equipment (coffee weight)	✓		
Sanitizing Bucket & Cloths	✓		
Sinks		✓	NOT being USED
Product levels	✓		
Display Cases (condition, lights, labels)	✓		CASES OUT ALL

All items must be in good repair and in working condition.

✓ Landscaping needs to be done

✓ Outside sign not working

✓ Drive thru door open ??

R35

Prov. St

10.38

A.

6/16,

-Tape

Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:	Time:	
	Acceptable	Unacceptable	Comments
Exterior			
Parking Lot (clean & striped)		✓	
Lights & Signs (clean, working)	✓		
Walks (clean, free of ice & debris)	✓	✓	PAPER SIGNS
Curbs (swept)	✓		
Trash Receptacles (clean & covered)	✓		
Windows & Sills (clean)	✓		
Dumpster Area (clean, closed)	✓		
Dining Room			
Tables & Chairs (clean)		✓	
Trash Receptacles (clean, empty)	✓		
Napkin & Condiment Holders (HD logo)	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents (clean)	✓		
Rest Rooms			
Trash Receptacles (clean, empty)	✓		
Mirrors (clean, no streaks)	✓		
Toilets (clean, odor free)	✓		
Sink (clean, hot water)	✓		FOOD + GARBAGE
Towels, Hand Dryer	✓		
Toilet Paper	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents	✓		
Service/Counter Area			
Register Area (clean, organized)	✓		
Crew in Uniform (proper uniform, clean)		✓	
Crew Attitude & Customer Service	✓		old shirt, No Hat
Counters and Woodwork	✓		
Menuboard (clean, lit, proper pricing)	✓		
Stock Shelves (clean, organized)	✓		
Work surfaces	✓		
Reach in Coolers (clean, stocked)	✓		
Equipment & Stainless		✓	Empty cooler!
Coffee Equipment (coffee weight)	✓		
Sanitizing Bucket & Cloths		✓	
Sinks	✓	✓	Not being used
Product levels	✓		
Display Cases (condition, lights, labels)		✓	Lites out!

All items must be in good repair and in working condition.

★ Gourmet Coffee Sign on

★ OUTSIDE - SIGN DAMAGE + RUST

★ OUTSIDE - MENU - PAPER SIGNS AND TAPE

★ Parking Lot NEEDS TO BE PAINTED

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE: 2-23-03 TIME: 3:00PM STORE LOCATION: Providence St. at Warwick Rd. TOTAL SCORE: 100

EXTERIOR:	(21 POINTS)	(1 POINT EACH) (NOTE: 0)	PARKING LOT:	(1 POINT EACH) (NOTE: 0)
OUTSIDE SIGNAGE:			ADEQUATE LIGHTING	YES NO
CLEAN	YES	NO	LITTER FREE	YES NO
SIGNAGE MAINTAINED	YES	NO	HANDICAPPED PARKING	YES NO
SIGN LIT (WORKING ORDER)	YES	NO	ADEQUATE SPACES	YES NO
NO SMOKING SIGNS	YES	NO	STRIPED / GOOD REPAIR	YES NO
LANDSCAPE CONDITIONS:			BACK DOOR:	
FREE OF REFUSE	YES	NO	CLOSED / LOCKED	YES NO
GROUNDS MAINTAINED	YES	NO	CLEAN	YES NO
CONTAINERS MAINTAINED	YES	NO	ADEQUATE LIGHTING	YES NO
BUTT RECEIPTACLES CLEAN	YES	NO	WINDOW/W:	
DRIVE THRU MENU:			CLEAN	YES NO
CLEAN / READABLE	YES	NO	FRESH OR CLUTTER	YES NO
COMPLETELY LIT	YES	NO	TOTAL POINTS: 21	
ALL PRICE POINTS LISTED	YES	NO		

INTERIOR:	(32 POINTS)	(1 POINT EACH) (NOTE: 0)	TRASH RECEPTEACLES:	(1 POINT EACH) (NOTE: 0)
FLOORS:			CLEAN	YES NO
CLEAN / POLISHED	YES	NO	ADEQUATE AMOUNT OF RECEPTACLES	YES NO
HAZARD FREE	YES	NO		YES NO
RESTROOMS:				
EASILY IDENTIFIED	YES	NO	Ceiling LIGHTING:	
FLOORS CLEAN	YES	NO	ALL LIGHTS LIT	YES NO
SINK CLEAN	YES	NO	FIXTURES CLEAN	YES NO
COMMODE CLEAN	YES	NO		
HAND SOAP SUPPLIED	YES	NO	ATMOSPHERE:	
PAPER GOODS	YES	NO	TEMP COMFORTABLE	YES NO
NO OFFENSIVE ODORS	YES	NO	SMELL / FRESH COFFEE	YES NO
CUSTOMER SEATING:			FRIENDLY ATMOSPHERE	YES NO
TABLES / SEATS CLEAN	YES	NO	KITCHEN VIEW:	
FLOOR UNDER TABLES CLEAN	YES	NO	CLEAN & HEAT	YES NO
FREE OF DEBRIS	YES	NO	NO UNAUTHORIZED PERSON	YES NO
WINDOW SILLS CLEAN	YES	NO		
MENU BOARD:			COFFEE STATION AREA:	
CLEAN	YES	NO	CLEAN	YES NO
COMPLETELY LIT	YES	NO	HEAT & ORDERLY	YES NO
PRICE POINTS CURRENT	YES	NO	GATE CLOSED	YES NO
NO VACANT SPOTS	YES	NO	FRESH COFFEE MADE	YES NO
EASILY UNDERSTOOD	YES	NO		
SPECIALS IDENTIFIED	YES	NO		

PRESENTATION:	(17 POINTS)	(1 POINT EACH) (NOTE: 0)	COMMENTS:
TAKE OUT STATIONS / BACK BAR			Ordered selection of Donuts
CLEAN	YES	NO	Limited sel. off Party
STOCKED	YES	NO	* Cnt & Ras. Stock (ex. 12)
DONUT CASE / FANCY CASE	YES	NO	+ St. (2)
LABELS CLEAN / GOOD REPAIR	YES	NO	
CONSISTENT	YES	NO	
(MATCH COLOR / ALIGN W/PROD)	YES	NO	
STOCKED	YES	NO	
CASE CLEAN	YES	NO	
BASKETS / TRAYS - CLEAN LINERS	YES	NO	
PROPERLY ALIGNED	YES	NO	
SERVICE			
ASSOCIATES:			
COMPLETE UNIFORM	YES	NO	CUSTOMER SERVICE:
NEAT & CLEAN	YES	NO	FRIENDLY GREETING
HAIR RESTRAINTS	YES	NO	PAST SERVICE

INTEGRITY:	(30 POINTS)	(3 POINTS EACH) (NOTE: 0)	TOTAL POINTS:
CASH:			21
ALL CASH SECURED/CASH REGISTER	YES	NO	
NO BANK BUILDING	YES	NO	
REGISTERED SALE	YES	NO	
DRAWER KEPT CLOSED	YES	NO	
PLACING MONEY IN TIP CUP	YES	NO	
NO CASHING IN TIPS	YES	NO	

PRODUCT / FRESHNESS & TASTE:	(10 POINTS)	(1 POINT EACH) (NOTE: 0)	TOTAL POINTS:
			30

"For further comments please use reverse side."

**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW**

DATE OF SHOP: 2/23/03

TIME OF SHOP: 5:14 AM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White male, average height and build, short brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, and well groomed. Employee was not wearing a hat or visor.

STAFFING:

Staffing was adequate for the customer traffic observed. There was one employee on duty.

STOCK CONDITIONS:

The coolers were stocked.

PRICES:

The prices were consistent with the menu and previous visits.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if he could help me and I ordered a small coffee and donut. He promptly served the coffee and donut. He asked me if I would like anything else. I told him I was all set. He rang in my transaction , took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS
345 PROVIDENCE STREET, WARWICK
SHOP REVIEW**

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of hazards.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors needed clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: The exterior lighting was on.

Interior Lighting: The interior lighting was on.

Restroom: N/A.

MISCELLANEOUS:

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE

TIME

STORE# LOCATION

TOTAL

SCORE

SHOPPER

ID#

1/15/04

1:55 PM

Providence Street K-5

21

14

14

EXTERIOR:

(12 POINTS) (1 POINT EACH) (NOTE: 0)

OUTSIDE SIGNAGE:CLEAN YES NO
SIGNAGE MAINTAINED YES NO
SIGN LIT (WORKING ORDER) YES NO
NO SMOKING SIGNS YES NO**LANDSCAPE CONDITIONS:**FREE OF REFUSE YES NO
GROUNDS MAINTAINED YES NO
CONTAINERS MAINTAINED YES NO
BUTTER/FIREPIECES CLEAN YES NO
DRIVE THRU MENU: CLEAN / READABLE YES NO
COMPLETELY LIT YES NO
ALL PRICE POINTS LISTED YES NO**INTERIOR:**

(32 POINTS) (1 POINT EACH) (NOTE: 0)

FLOORS:CLEAN / POLISHED YES NO
HAZARD FREE YES NO
RESTROOMS:
EASILY IDENTIFIED YES NO
FLOORS CLEAN YES NO
SINK CLEAN YES NO
COMMODE CLEAN YES NO
HAND SOAP SUPPLIED YES NO
PAPER GOODS YES NO
NO OFFENSIVE ODORS YES NO
CUSTOMER SEATING:
TABLES / SEATS CLEAN YES NO
FLOOR UNDER TABLES CLEAN YES NO
FREE OF DEBRIS YES NO
WINDOW SILLS CLEAN YES NO
AERIAL BALCONY CLEAN YES NO
COMPLETELY LIT YES NO
PRICE POINTS CURRENT YES NO
NO VACANT SPOTS YES NO
EASILY UNDERSTOOD YES NO
SPECIALS IDENTIFIED YES NO**PRESENTATION:**

(17 POINTS) (1 POINT EACH) (NOTE: 0)

TAKE OUT STATIONS / BACK BAR CLEAN YES NO
STOCKED YES NO
DONUT CASE / FANCY CASE:
LABELS CLEAN / GOOD REPAIR YES NO
CONSISTENT YES NO
(MATCH COLOR / ALIGN W/PROD) YES NO
STOCKED YES NO
CASE CLEAN YES NO
BASKETS / TRAYS - CLEAN LINERS YES NO
PROPERLY ALIGNED YES NO
SERVICE
ASSOCIATES:
COMPLETE UNIFORM YES NO
NEAT & CLEAN YES NO
HAIR RESTRAINTS YES NO**INTEGRITY:**

(8 POINTS) (1 POINT EACH) (NOTE: 0)

CASH: ALL CASH SECURED/CASH REGISTER YES NO
NO BANK BUILDING YES NO
REGISTERED SALE YES NO
DRAWER KEPT CLOSED YES NO
PLACING MONEY IN TIP CUP YES NO
NO CASHING IN TIPS YES NO**PRODUCT / FRESHNESS & TASTE:**

good

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still →
Visiting →

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**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW CLOSING**

DATE OF SHOP: 5/27/03

TIME OF SHOP: 9:40 PM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White female, average height and build, long light brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; she was not wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

All coolers were full.

**NO DONUTS AVAILABLE, EMPLOYEE SAID SHE DISCARDED THEM AT
9:15 PM.**

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.

**HONEY DEW DONUTS
WARWICK, RI
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 156 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW CLOSING**

DATE OF SHOP: 6/11/03

TIME OF SHOP: 8:45 PM both the front door and the drive-up window were open.

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White male, average height and build, short brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; he was not wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

All coolers were full.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if she could help me and I ordered a small coffee. He promptly served the coffee and asked me if I would like anything else. I told him I was all set. He rang in my transaction, took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS
WARWICK, RI
SHOP REVIEW**

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on. There was however one small exit sign in the parking lot that was not lighted

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS
PROVIDENCE ST, WARWICK
SHOP REVIEW
OPENING**

DATE OF SHOP: 7/31/03

TIME OF SHOP: 5:09 AM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White female, average height with a heavy build, long black hair in a ponytail.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; she was wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

Coolers were full.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.

**HONEY DEW DONUTS
PROVIDENCE ST, WARWICK
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 148 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors were clean. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**COMMENT CARDS
WARWICK STORE #R35
STORE REP - BOB**